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09/771,991	01/30/2001	Joseph Siegrist	9506-005-27	8463

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Supervisor, Patent Prosecution Services  
Piper Marbury Rudnick & Wolfe LLP  
1200 Nineteenth Street, N.W.  
Washington, DC 20036-2412

EXAMINER
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SHEW, JOHN

ART UNIT	PAPER NUMBER
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2664

DATE MAILED: 08/12/2004

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Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/771,991

Applicant(s)

SIEGRIST ET AL.

Examiner

John L Shew

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☐ Responsive to communication(s) filed on \_\_\_\_.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☐ Claim(s) \_\_\_\_ is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_ is/are withdrawn from consideration.
- 5) ☒ Claim(s) 36-44 is/are allowed.
- 6) ☒ Claim(s) 1-29,31-33 is/are rejected.
- 7) ☒ Claim(s) 30,34 and 35 is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 30 January 2001 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date 2.3.
- ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_.
- ☐ Notice of Informal Patent Application (PTO-152)
- ☐ Other: \_\_\_\_.

## **DETAILED ACTION**

### ***Drawings***

1. New corrected drawings are required in this application because Figure 3 character identifier "200" is used to identify the system. Page 15 line 19 identifies the system as "300" for figure 3.

Applicant is advised to employ the services of a competent patent draftsman outside the Office, as the U.S. Patent and Trademark Office no longer prepares new drawings. The corrected drawings are required in reply to the Office action to avoid abandonment of the application. The requirement for corrected drawings will not be held in abeyance.

### ***Specification***

1. The disclosure is objected to because of the following informalities:

Page 2 line 2 cites "09/\_\_\_\_" requires inclusion of an associated application number.

Page 7 line 18 cites "web servers 140, 142" should be "web servers 141, 143".

Page 7 line 19 cites "web servers 140, 142" should be "web servers 141, 143".

Page 8 line 12 cites "call server 180" should be "call server 192".

Page 13 line 18 cites "gateway 1060" should be "gateway 106".

Page 15 line 21 cites "at step 305" should be "at step 405".

Appropriate correction is required.

### ***Claim Objections***

2. Claims 1, 29 are objected to because of the following informalities:

Claim 1 line 1 cites "end user computer". Line 4 cites "end user terminal". These terms refer to the same identical object. The use of two separate terms in reference to the same object leads to confusion.

Claim 29 line 7 cites "dual tone mutli-frequency" should be "dual tone multi-frequency".

Appropriate correction is required.

### ***Claim Rejections - 35 USC § 103***

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the

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invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1-29 and 31-33, are rejected under 35 U.S.C. 103(a) as being unpatentable over Coffman in view of Verthein, and further in view of Ramirez.

Claim 1, Coffman teaches a method for identifying an end user computer (FIG. 1) referenced by Client 100, connected to a data packet network (FIG. 1) referenced by Internet Network 102, to a called party (FIG. 1) referenced by Call Center 106, connected to a public switched telephone network (FIG. 1) referenced by Telephone Network 105, comprising the steps of establishing a phone call between an end user terminal and a called party (Abstract lines 1-4) referenced by call originating in the Internet network and terminating at the call center, the call being routed through a gateway (FIG. 1) referenced by Telephone Gateway 104, connected to the data packet network (FIG. 1) referenced by Internet Network 102 and the public switched telephone network (FIG. 1) referenced by Telephone Network 105, locating an identifier on the end user computer the identifier being associated with a user of the end user terminal (Abstract lines 13-17) referenced by the execution of an applet to obtain the user's telephone number as the end user terminal id, the identifier being present on the end user terminal prior to the establishing step (FIG. 2) referenced by Step 210 to obtain telephone number prior to Step 212 to establish internet connection, transmitting the identifier via signaling (column 2 lines 40-48) referenced by inclusion of the calling telephone number ANI to the call center over the analog PSTN Telephone

Network 105, transmitting the analog signal to the called party over the public switched telephone network (FIG. 1, column 2 lines 48-52) referenced by an internet caller to the call center through the public switched Telephone Network 105.

Coffman does not teach the use of analog signals for identifier transmission.

Verthein teaches the use of analog signaling (FIG. 3, column 4 lines 37-41) referenced by the use of DTMF analog signals by the Internet Telephone Gateway 80.

Verthein does not teach the use of analog signaling for identifier transmission to the called party.

Ramirez teaches transmitting the analog signal to the called party over the public switched telephone network (FIG. 3, FIG.6, column 8 lines 30-34) referenced by DTMF signaling from the PSTN phone line to a LCD display 15 for caller id.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to use in-band analog signaling as suggested by Verthein with the Internet Call Center System of Coffman for the purpose of compatibility with legacy systems. It would have been further obvious to use DTMF signaling for caller-id as suggested by Ramirez with the in-band DTMF analog signaling system of Verthein as a means of caller identification.

Claims 2-8, Verthein teaches the identifier is sent from the end user terminal (column 13 lines 19-30) referenced by query of telephone number or other call setup information from the caller being an identifier, to the gateway and is converted into an analog signal at the gateway (FIG. 3, FIG. 4) referenced by Internet Telephone Gateway 80

conversion to DTMF analog signals. Coffman teaches identifier transmission according to an automatic number identification format (column 2 lines 40-48) referenced by the gateway conversion of caller identification information into ANI. Verthein teaches the ANI information signaling data transmission as an analog signal (FIG. 3) referenced by DTMF within ITG 80. Ramirez teaches the analog signal is transmitted according to a caller identification format (Abstract lines 1-3, lines 11-16) referenced by caller identification sent over the network by DTMF analog signals. Verthein teaches the analog signal is transmitted according to a dialed number identification service format (FIG.3, column 7 lines 4-14) referenced by a user identification in terms of a destination telephone number format which is sent by DTMF analog signaling. Ramirez teaches the analog signal is transmitted in the same manner as voice information (FIG. 1, FIG. 6) referenced by the DTMF signalization form on the phone line containing audio and signaling information. Coffman teaches the identification information is converted into a digitized packet at the end user terminal (column 1 lines 25-36, column 2 lines 39-52) referenced by the digital transmission of the originating telephone number identification in response to a screen pop over the internet, and the digitized packet is transmitted to the gateway by the end user terminal in the same manner as digitized voice data packets (FIG. 1, column 2 lines 39-52) referenced transmission to a Telephone Gateway 104 to set up an internet to PSTN telephone call. Ramirez teaches the step of displaying data associated with the identifier on a display associated with the called party (FIG. 3, FIG. 4) referenced by the LCD display 15 for caller id executed at step 51 for store and display of DTMF information.

Claim 9, Coffman teaches a method for identifying an end user terminal connected to a data packet network (FIG. 1, column 2 lines 39-48) referenced by obtaining the terminal user's identification such as his telephone number from a Client terminal 100 connected to the Internet Network 102, to a called party connected to a public switched telephone network (FIG. 1) referenced by Call Center 106 connected to the Telephone Network 105, comprising the steps of transmitting a web page to an end user terminal (Abstract lines 1-10) referenced by an internet user accessing the World Wide Web home page of a call center, the web page including a telephone call icon (Abstract lines 1-10) referenced by activation of a "call" virtual button, and an identifier associated with the end user terminal (column 4 lines 22-25) referenced by an applet obtaining a client user's identifier such as a telephone number, activating the icon at the end user terminal (column 4 lines 2-6) referenced by activation of the "call" virtual button, the icon causing a telephone call to be established between the end user terminal and the called party (column 4 lines 2-6) referenced by establishing an inbound internet call to a call center, through a gateway connected to the data packet network (FIG. 1) referenced by Telephone Gateway 104 and Internet Network 102, and the public switched telephone network (FIG. 1) referenced by Telephone Network 105.

Verthein teaches the use of analog signaling (FIG. 3, column 4 lines 37-41) referenced by the use of DTMF analog signals by the Internet Telephone Gateway 80 to Telephone 12, transmitting the analog signal to the called party over the public switched telephone



network (FIG. 1) referenced by connection through Internet Telephony Gateway 80 via PSTN 17 to Telephone 12.

Claims 10-19 and 21-28, Verthein teaches the identifier is sent from the end user terminal (column 13 lines 19-30) referenced by query of telephone number or other call setup information from the caller being an identifier, to the gateway and is converted into an analog signal at the gateway (FIG. 3, FIG. 4) referenced by Internet Telephone Gateway 80 conversion to DTMF analog signals. Coffman teaches identifier transmission according to an automatic number identification format (column 2 lines 40-48) referenced by the gateway conversion of caller identification information into ANI. Verthein teaches the ANI information signaling data transmission as an analog signal (FIG. 3) referenced by DTMF within ITG 80.

Ramirez teaches the analog signal is transmitted according to a caller identification format (Abstract lines 1-3, lines 11-16) referenced by caller identification sent over the network by DTMF analog signals.

Verthein teaches the analog signal is transmitted according to a dialed number identification service format (FIG.3, column 7 lines 4-14) referenced by a user identification in terms of a destination telephone number format which is sent by DTMF analog signaling.

Ramirez teaches the analog signal is transmitted in the same manner as voice information (FIG. 1, FIG. 6) referenced by the DTMF signalization form on the phone line containing audio and signaling information. Coffman teaches the identification

information is converted into a digitized packet at the end user terminal (column 1 lines 25-36, column 2 lines 39-52) referenced by the digital transmission of the originating telephone number identification in response to a screen pop over the internet, and the digitized packet is transmitted to the gateway by the end user terminal in the same manner as digitized voice data packets (FIG. 1, column 2 lines 39-52) referenced transmission to a Telephone Gateway 104 to set up an internet to PSTN telephone call. Ramirez teaches the step of displaying data associated with the identifier on a display associated with the called party (FIG. 3, FIG. 4) referenced by the LCD display 15 for caller id executed at step 51 for store and display of DTMF information.

Verthein teaches the identifier is a session identification (column 14 lines 18-22) referenced by identifier being control information used by RTP protocol in a DTMF session separate from the audio session. Coffman teaches the identifier is a customer number (column 4 lines 39-46) referenced by request of the user's identifier such as an account number.

Coffman teaches the identifier is an icon identification (column 4 lines 2-33) referenced by a "call" virtual button activating an applet for obtaining an identifier.

Coffman teaches the customer identification information is collected from information included with an icon downloaded by the end user terminal from a second server (FIG. 1, column 4 lines 2-33) referenced by the second server Web Server 103 responding to the icon activation by returning an applet to Client 100 to collect a user's identifier.

Coffman teaches the information included with the icon is a session identification (column 4 lines 13-19) referenced by icon activating the applet which includes the telephone number or some other identifier of the call session.

Coffman teaches the information included with the icon is a customer number (FIG. 2) referenced by step 206 where the icon activation results in a return call applet to the originating client wherein the return call must have a customer number in the form of an IP address.

Coffman teaches the information included with the icon is an icon identification (column 4 lines 2-13) referenced by the activation of "call" virtual button icon results in the identification by the Web Server 103 as to the proper function requested by the icon and forwarding of the applet to the Client 100.

Coffman teaches the web server is used to retrieve the customer identification information by retrieving the customer identification information associated with the most recent call established through the gateway corresponding to the gateway identifier (column 4 lines 39-49) referenced by using the user's filled-in form account number to obtain information associating the caller and call center from the Web Server 103. Coffman does not teach obtaining this information from the Telephone gateway 104. It would have been obvious to combine this database function of the Web Server 103 with the Telephone Gateway 104 to perform the query at the gateway.

Coffman teaches assigning at the gateway a gateway identifier to the call (FIG. 2) referenced by establishing an Internet Connection To Gateway step 212 which requires a gateway identifier in terms of an IP address to route the call.

Verthein teaches assigning at the gateway a gateway identifier to the call, the gateway identifier being different from any other gateway identifier associated with any other call being routed through the gateway during a duration of the call (column 7 lines 26-30, lines 44-58) referenced by the identification of the transport address in conjunction with the TCP control channel created for the call session.

Coffman teaches the gateway identifier is in a caller identification format (Abstract lines 13-17, FIG. 2) referenced by establishing an Internet Connection To Gateway step 212 using the user's and call center's telephone numbers which must be included within the IP packet to the Telephone Gateway 104.

Coffman teaches the gateway identifier is in a dialed number identification service format (Abstract lines 13-17, FIG. 2, column 22-26) referenced by establishing an Internet Connection To Gateway step 212 using the user's telephone number obtained by the applet and the call center's telephone number which are both included within the IP packet to the Telephone Gateway 104.

Claim 20, Coffman teaches a method for identifying an end user computer (FIG. 1) referenced by Client 100, connected to a data packet network (FIG. 1) referenced by Internet Network 102, to called party equipment (FIG. 1) referenced by Call Center 106, connected to a public switched telephone network (FIG. 1) referenced by Telephone Network 105, comprising the steps of collecting at the end user terminal customer identification information (column 4 lines 2-26) referenced by applet at Client 100 obtaining user's telephone number, transmitting the customer identification information

to a first server (FIG. 1) referenced by transmission to first server Web Server 103, storing the customer identification information at the first server (FIG. 1, column 4 lines 39-49) referenced by storing information in customer database associated with the caller and call center, establishing a phone call between an end user terminal and called party equipment (column 4 lines 50-58, column 5 lines 1-14) referenced by establishing an internet telephony connection from Client 100 to Call Center 106, the call being routed through a gateway (FIG. 1) referenced by Telephone Gateway 104, connected to the data packet network (FIG. 1) referenced by Internet Network 102, and the public switched telephone network (FIG. 1) referenced by Telephone Network 105, detecting a gateway identifier at the called party equipment (column 5 lines 15-20) referenced by the Call Center receiving a ISDN SETUP message which includes a source identification number associated to the telephone gateway, sending the gateway identifier to the first server (column 4 lines 55-58) referenced by response queries to Web Server 103 wherein the Web Server customer database is incorporated within the Telephone Gateway 104, using the gateway identifier to retrieve the customer identification information at the first server (column 4 lines 55-58) referenced by queries for previously saved contents of filled-in form, sending the customer identification information from the first server to the called party equipment (column 1 lines 25-36) referenced by a screen-pop of retrieved user data records at call agent's display screen.

Claims 29 and 31-33, Coffman teaches a method for controlling a display of an end user terminal (column 4 lines 2-26) referenced by executing an applet at the end user

terminal Client 100 to obtain his identifier, comprising the steps of establishing a phone call between an end user terminal connected to a data packet network (FIG. 1) referenced by Client 100 connected to Internet Network 102 to activate a virtual call, and other party equipment connected to a public switched telephone network (FIG. 1) referenced by Call Center 106 connected to Telephone Network 105, the phone call being routed through a gateway connected to the data packet network and public switched telephone network (FIG. 1) referenced by Telephone Gateway 104 connected to Internet Network 102 and Telephone Network 105, generating a dual tone multi-frequency (DTMF) command at the other party equipment (FIG. 1) referenced by use of Telephone 111 with push button DTMF capability.

Verthein teaches generating a dual tone multi-frequency (DTMF) command at the end user terminal (FIG. 3) referenced by DTMF signals from the Internet Telephony Gateway 40 to the destination Telephone 10 where the end user terminal comprises of Client Browser and analog telephone in the same structure of the Call Center, detecting the DTMF command (FIG. 3, column 13 lines 19-30) referenced by Internet Telephony Gateway 80 Call Process Driver 100 detecting the DTMF digits as the destination telephone number for call setup, forming an address based at least in part on the DTMF command (FIG. 3, column 5 lines 55-67, column 6 lines 6-11) referenced by obtaining IP address for the destination Internet Telephony Gateway 40.

Ramirez teaches receiving display information from the address at the end user terminal (FIG. 3) referenced by DTMF Decoder 1 receiving DTMF calling party information for display on LCD 15.

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Verthein teaches the DTMF command detected at the gateway and the gateway sends a message including the DTMF command to the end user terminal (FIG. 3, column 13 lines column 19-30) referenced by Internet Telephony Gateway 80 Call Process Driver 100 detecting the DTMF digits as the destination telephone number for call setup with the DTMF signaling digits sent as raw audio to Telephone 10.

Verthein teaches the DTMF command detected at the gateway is not sent in voice data packets (FIG. 3) referenced by separate data streams for voice audio 70 and DTMF signaling 72.

Verthein teaches the address is formed at the gateway (column 7 lines 26-30) referenced by the Internet Telephony Gateway queries an address database to obtain the transport address of the called Internet Telephony Gateway.

***Allowable Subject Matter***

4. Claims 30, 34-35 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

5. Claims 36-44 are allowed.

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The following is a statement of reasons for the indication of allowable subject matter:

The prior art search did not disclose the use of DTMF commands to assign a chatroom identifier nor the use of DTMF commands to assign a second portion of an address assigned to the called party.

### ***Citation of Prior Art***

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Patent 6678718, Khouri discloses a method and apparatus for establishing connections. Patent 6690654, Elliott discloses a system for multi-media collaboration between remote parties.


Any inquiry concerning this communication or earlier communications from the examiner should be directed to John L Shew whose telephone number is 703-305-8708. The examiner can normally be reached on 8:30am - 5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wellington Chin can be reached on 703-305-4366. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.



Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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WELLINGTON CHIN  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 2600